

## PATENT

MS160276.1

RECEIVED  
CENTRAL FAX CENTER

NOV 24 2003

OFFICIAL

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being faxed to 703-746-7239 on the date shown below to Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: 11/24/03Heather Holmes  
Heather Holmes

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Erin M. Bourke-Dunphy *et al.*

Examiner: Qamrun Nahar

Serial No: 09/726,111

Art Unit: 2124

Filing Date: November 29, 2000

Title: METHOD AND SOFTWARE TOOLS FOR INTELLIGENT OPERATING  
SYSTEM INSTALLATION

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

---

REPLY TO OFFICE ACTION DATED SEPTEMBER 2, 2003

---

Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the amendments and comments below.